

MTAC Work Group #178

Assess Current Status and Plan Forward

Wednesday, June 15, 2016



- **Introduction**
- **Review letter from Industry Associations and USPS response**
- **Identify Plan Moving Forward**
 - **Approval to extend Work Group**
 - **Outline Communications**
 - **Determine Remaining Focus for Work Group**
 - ❑ **Open Objectives (#1 and #4)**
 - ❑ **Other Considerations**
 - ❑ **Timeline**
- **Action Items**
- **Walk-on Discussion Topics**
- **Questions/Feedback/Discussion**



May 27, 2016 letter to USPS from Industry Associations

Concerns:

- Two month timeline is not sufficient to complete
 - Need more time to review or understand what is causing issues
 - Develop plans for best addressing
- Industry needs more examples of data failures
 - Based on final (quality) criteria selected by work group - assessable vs. warning
- Address quality threshold within IMpb compliance that is reasonable and achievable
 - Aligned with letters and flats standards



Requests:

- Work Group #178 continue beyond currently scheduled June 15, 2016 completion date
- Extend IMpb compliance thresholds from July 2016 to January 2017
- Delay assessments

May 27, 2016 letter to USPS from Industry Associations

USPS Enterprise Analytics Response:

- Supports extending the Work Group #178 beyond June 15, 2016 to late Summer 2016
 - Contingent on approval from the MTAC Executive Committee
- Defer IMpb Quality Compliance Thresholds and Assessments from July 2016 to January 2017

- **Approval to extend Work Group**
 - Draft updated Charter for Work Group extension request
- **Send to MTAC Executive Committee from Isaac Cronkhite, Work Group #178 Executive Sponsor**
- **Outline Communications**
 - Notify Industry via Industry communication channels
 - Outreach/webinars
 - Individual communication to customers
- **Determine remaining focus for Work Group**
 - Open Objectives (#1 and #4)
 - Other Considerations
 - Timeline

Objective 1 Summary – USPS Proposal Merged Compliance Categories

Address Quality (AQ) – 4 Validation Combinations

- ✓ *USPS dropped 11 Validation Combinations from the Original List of 15*

DPV Footnotes	March 2016 Volume	% of Total Volume
Missing Secondary Information (i.e., no Apartment or Suite Number)	12,367,412	4.18%*
Missing Street Number	5,845,399	1.97%
Unable to Match Address to a ZIP+4 Code	5,575,827	1.88%
Invalid Primary Street Number	1,292,251	0.44%

Manifest Quality (MQ) – 4 Validation Combinations

- ✓ *USPS dropped 36 Validation Combinations from the Original List of 40*

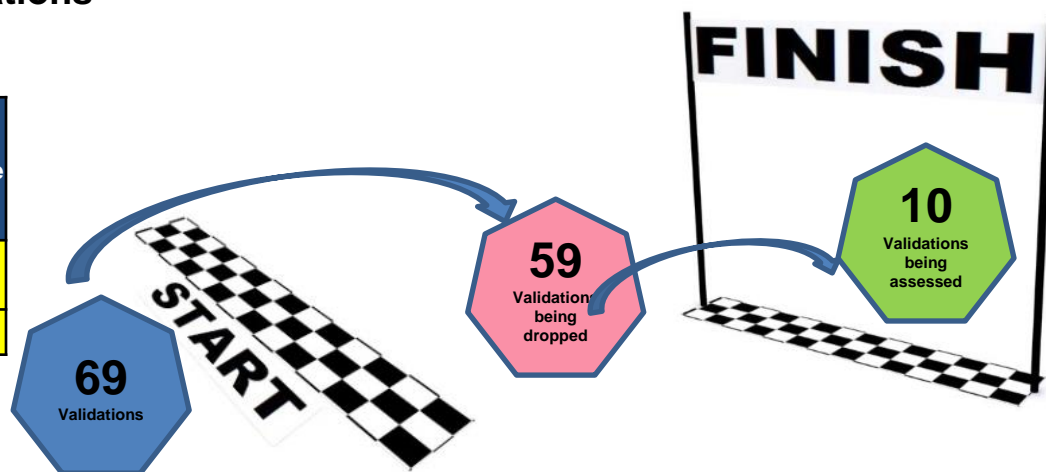
PTR Warning #	PTR Error/Warning Message	March 2016 Volume	% of Total Volume	PTR Indicator
1	MQ Entry Facility Mismatch - Entry Facility Does Not Match Manifest File	5,780,071	1.95%	MQ
136	Invalid PO of account Zip Code	5,857,555	1.98%	MQ
193	Invalid Method of Payment	2,797,533	0.94%	MQ
1535	Invalid Payment account number	5,735,548	1.94%	MQ

Barcode Quality (BQ) – 2 Validation Combinations*

- ✓ *USPS dropped 12 Validation Combinations from the Original List of 14*

PTR Warning #	PTR Error/Warning Message	PTR Indicator	March 2016 Volume	% of Volume
66	Duplicate Tracking Numbers on Multiple Packages	BQ	1,522,889	0.51%
50	Invalid MID in PIC	BQ	2,372,063	0.80%

*Evaluating operational impacts.



IMpb Quality Target Thresholds

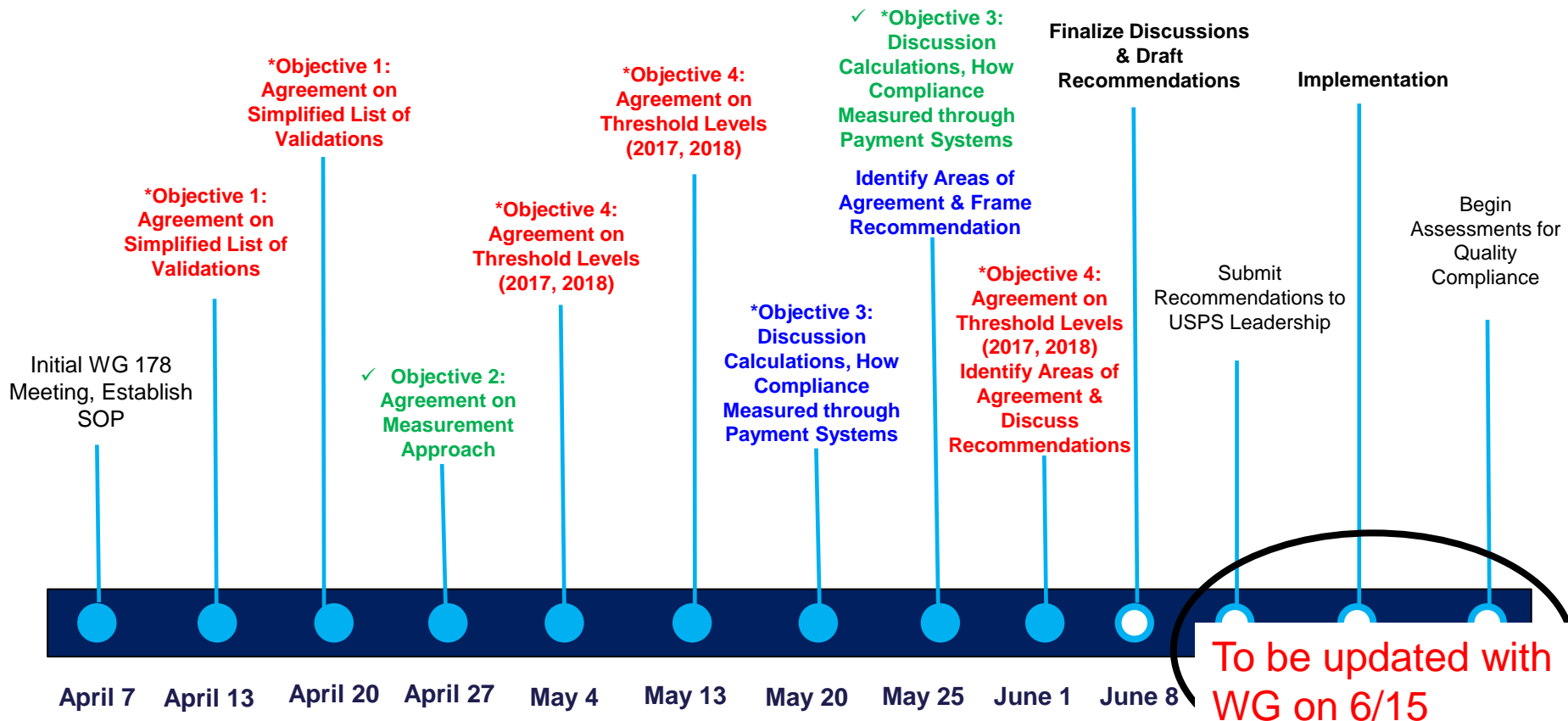
Competitive Products* Only

		Actual Performance					Target Threshold			
IMpb Quality Compliance Category		Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jul 2016	Jan 2017	Jul 2017	Jan 2018
Destination Delivery Address (AQ)	All 15 Criteria	90.63%	88.87%	88.91%	89.22%	89.39%	89%			
	Top 4 AQ	92.70%	90.65%	91.18%	91.40%	91.51%				
	Difference	+2.07%	+1.78%	+2.27%	+2.18%	+2.12%				
Shipping Services File (MQ)	All 40 Criteria	92.90%	91.37%	92.98%	91.78%	91.10%	91%			
	Top 4 MQ	96.15%	94.88%	95.13%	95.88%	94.25%				
	Difference	+3.25%	+3.51%	+2.15%	+4.1%	+3.15%				
IMpb Barcode (BQ)	All 14 Criteria	93.87%	95.28%	97.53%	98.36%	98.33%	95%			
	Top 2 BQ	94.74%	96.04%	98.69%	99.05%	98.89%				
	Difference	+0.87%	+0.76%	+1.16%	+0.69%	+0.56%				

Discussion

Agreement

Recommendation

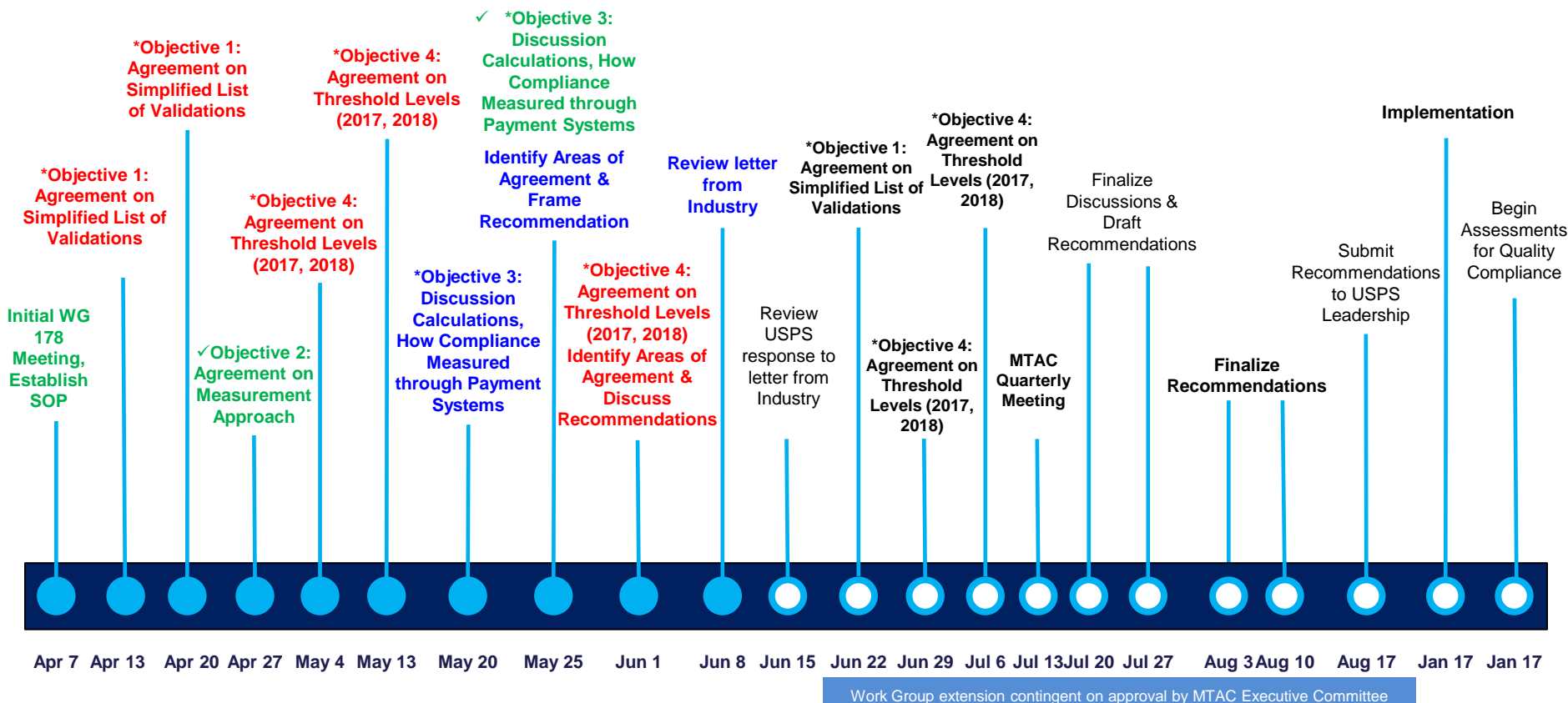


Discussion

Agreement

Recommendation

Implementation



*Work Group agreed on 6/8 to reduce the time of the weekly meetings to 60 minutes and continue meeting until recommendations are submitted Aug 31st

- USPS is setting the threshold too close to the average.
- USPS arbitrarily sets 2016 thresholds.
- Until Industry works through data on their own and understands root causes, they propose to postpone the thresholds.
- 10 validations is still too many to judge quality.
- Generally, no issues with MQ and BQ but rather with AQ validations.
- Drop the missing secondary information validation from AQ and focus on the street number and primary indications for packages on the initial rollout come July.
- Need more clarification of the S and D code returns and work to improve this process on their own.
- If the N1 element was removed from AQ, Industry is more willing to keep the 89% threshold
- Some customers have not received valid address quality data for review on their performance.
 - Specifically, customers who provide the 11 Digit only in version 1.7 or 2.0 SSF.
- Customers have not been provided performance with the simplified list of compliance items proposed for assessment.

- Not in favor of keeping the AACC. **(USPS agreed and removed from AQ).**
- Industry is concerned about the scenario where the delivery address is residential and there is no way for them to obtain secondary information from USPS due to privacy issues.
- Industry has no way to know if an address requires secondary information or not.
- The MQ validations should already be resolved during testing when Industry converts to IMpb and goes through certification. These should not be issues after that process.
- Concern about duplicate assessments in eVS and IMpb quality. An example of this is a bad ZIP for destination entry facility (warning #46). USPS assessing duplicates of the incorrect ZIP Code in the entry facility.
- Industry would like more conversation around automated discounts in regards to how thresholds are established.
- Some of the proposed assessments cannot be performed in the address matching quality software that Industry is using.

- Industry does not agree on the AQ for address compliance.
- USPS should identify the feasibility and cost to automate the process to provide a summary IMpb Compliance Assessment, to include by mail class and by aggregate.
 - Assess IMpb Non-Compliance Fee based on the lower number of non-compliant pieces (USPS comment: for eVS only)
- There needs to be more discussion on how USPS is gathering the data.
- USPS needs consistency between shipping letters/flats and packages. Industry does not have this experience and they need more time to research.
- Concern about being held to a standard that does not exist in the mailing industry today. Everyone supports address quality but the speed and higher standard is where there is push back.
- They do not support assessing mailers when USPS does not give them time to assess their own performance.

- Industry will need to invest resources and time into investigating the errors that seem costly.
- It would be beneficial for make sure the data is correct first, then allow Industry 90 days to look at internal processes and make any operational changes.
- It would be helpful for USPS to share those mailers that score high on AQ. Industry can then share current processes that are helping high performers.
- The July 2016 timeline is aggressive. There could be large shippers using vendor software that are skewing the numbers.
- The validation assessment is happening very quick and does not give Industry time to become knowledgeable. Timing concerns can be addressed in the thresholds.
- Use quality metrics only instead of quality metrics and existing metrics.

Action Item	Description	Action Item Owner	Status	Date opened
1.	Include the write-up of customer lessons learned, best practices and tactics that have improved performance with 6/1 minutes	USPS	In Progress	6/1
2.	Look into combining IMpb assessments and quality assessments for validations	USPS	In Progress	6/1
3.	Send Bill Vanderveer examples of exceptions of customizable entry locations	J. Medeiros	In Progress	6/1
4.	Review and make sure customers are not being double charged with customizable entry locations. Also to look at the volume that this situation occurs to see if threshold covers it	B. Vanderveer	In Progress	6/1
5.	Emphasize that customers can submit corrections during webinars and other documentations to Industry	USPS	In Progress	6/1
7.	Check with legal if USPS is leveraging a charge on failure to provide certain data in adequate and legal maneuver doesn't require PRC approval?	USPS	In Progress	6/1
8.	Provide customers total performance with current criteria and with new proposed criteria with the simplified list	USPS	On-Going	6/1
9.	Identify reasons why Mailers would get a ZIP+4 with a missing street number or with an invalid primary street number. Why are they not a subset of the Missing Secondary Information in the DPV footnotes?	USPS	In Progress	6/1
10.	Look at creating a report that is sent to customers weekly for IMpb compliance like the manifested file report	USPS	In Progress	6/1
11.	Schedule a follow up with eVS, PTR and John to walk through the data and draw conclusions	USPS	In Progress	6/8
12.	Look at performance results if included the original 3 compliance validations with 10 proposed IMpb quality validations for larger shippers	USPS	In Progress	6/8
13.	Evaluate the May data for the 10 proposed IMpb quality validations	USPS	In Progress	6/8
14.	Look into what requirements are needed to include the original IMpb compliance metrics with the new quality compliance metrics	USPS	In Progress	6/8

Walk-On Discussion & Questions